



NHS NEAR ME FEEDBACK: PATIENT SURVEY



We would be grateful for your feedback so that we can develop the service to meet patients' needs. Please place completed surveys in the box in the NHS Near Me waiting room.

1: ABOUT THE QUALITY OF THE VIDEO CALL

	Yes	No	Comments
Could you hear the consultant/specialist clearly?			
Could you see the consultant/specialist clearly?			
Were there any problems with the connection?			

2: ABOUT THE BENEFITS & DISADVANTAGES OF NHS NEAR ME

Potential BENEFITS : please tick all those that applied to you today	
<input type="checkbox"/>	Saved me travelling a long distance
	If yes to saved travel, would you have travelled by:
<input type="checkbox"/>	Own car
<input type="checkbox"/>	Family/friend's car
<input type="checkbox"/>	Public transport
<input type="checkbox"/>	Patient transport
<input type="checkbox"/>	I took less time off work
<input type="checkbox"/>	I did not have to arrange childcare / care of a relative
<input type="checkbox"/>	A local appointment meant it was easier to have a family member with me
<input type="checkbox"/>	Because of my condition, it was safer / easier to have a local appointment
<input type="checkbox"/>	A local appointment saved me money
<input type="checkbox"/>	Other, please state

Potential DISADVANTAGES : please tick all those that applied to you today	
<input type="checkbox"/>	We could not do everything needed by video so I need an extra face to face appointment with the consultant (do not tick for routine follow up such as additional investigations or planned next appointments)
<input type="checkbox"/>	I would prefer a consultation in person, even if that means me travelling
<input type="checkbox"/>	I didn't feel comfortable with the video consultation
<input type="checkbox"/>	NHS Near Me was too complicated
<input type="checkbox"/>	Other, please state

3: ABOUT YOUR GENERAL EXPERIENCE OF NHS NEAR ME

	Yes	No	Comments
Did you find it easy to use?			
Would you be happy to use NHS Near Me again?			

Survey produced by the NHS Near Me team (e-mail High-uhb.nhsnearme@nhs.net), March 2018